

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: April 1, 2014

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Revision: 3
Superseding Revision: 2

GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

O. New York State Energy Research and Development Authority ("NYSERDA") Loan Installment Program (Cont'd)

3. Term

NYSERDA will advise the Company of the number of the NYSERDA loan installment amounts to be paid. The NYSERDA loan obligation shall survive changes in ownership, tenancy and meter account responsibility at the premises where the energy efficiency measures were installed unless fully satisfied. In the event the NYSERDA Loan Installment obligation is not satisfied when a customer's account is closed and NYSERDA notifies the Company to bill loan installment amounts to a subsequent customer, such subsequent customer will be subject to all terms and conditions of this Section.

When an account with a NYSERDA loan is closed, loan installment amounts that were billed but unpaid will be transferred to the Customer's new account established with the Company, or another existing account, provided, however, that if the customer does not establish a new account with the Company forty-five (45) days after the account is closed, the Company will cease its collection activity for the NYSERDA loan installment arrears and advise NYSERDA so it can pursue collection of the outstanding balance.

4. Account Information

As authorized by the Power New York Act of 2011, the Company will provide NYSERDA or its agents with certain customer information (*i.e.*, account closure information and subsequent customer information, including customer name, old and new account number(s), loan number, mailing address and service address.) All customer information released to NYSERDA by the Company will be considered confidential. Customers making application to NYSERDA under the NYSERDA Loan Installment Program will be required to provide consent for NYSERDA's use of the customer's utility account information.

For a premise with an outstanding NYSERDA loan obligation, each subsequent customer is deemed to have consented to the Company's disclosure to NYSERDA of such customer's information.

5. Customer Questions and Billing Disputes

Questions related to the NYSERDA Program and complaints relating to the Company's billing of NYSERDA loan installment amounts shall be directed to NYSERDA.

At least annually, the Company will provide customers participating in the NYSERDA Loan Installment Program the following information:

1. The amount and duration of remaining monthly payments under the NYSERDA Loan Installment Program.
2. NYSERDA's contact information and dispute resolution procedures for resolving customer complaints regarding the NYSERDA Loan Installment Program.

P. Shared Meters

In accordance with 16 NYCRR Sections 11.30 through 11.39, and Section 52 of the Public Service Law, when a tenant's service meter also registers utility service use outside the tenant's dwelling, the tenant is not required to pay the charges for that service. The Company will establish an account billed under the applicable service classification, in the owner's name for all service registered on the shared meter after that date and will rebill for past service in accordance with 16 NYCRR Part 11.34.

A customer may request a copy of the rules governing shared meters from the Company's office.

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